



UNIVERSITI
TEKNOLOGI
MARA



TABUNG HAJI
حي على الفلاح

TABUNG HAJI

INTERNSHIP REPORT

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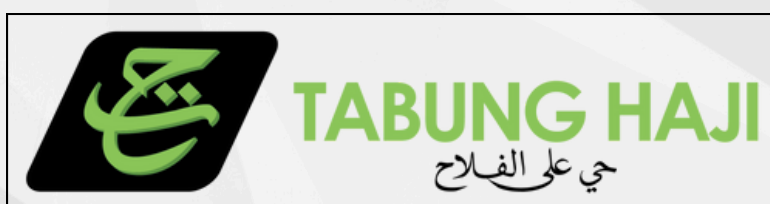
EXECUTIVE SUMMARY

This internship report stresses the work experience I have gathered as an intern in the Depositor Service and Operation Department of Lembaga Tabung Haji **(TH)** Negeri Perlis from March 4, 2024, until August 12, 2024. Tabung Haji is a financial institution whose main role is to save money and oversee Hajj-related activities in Malaysia. In this report, I explain the responsibilities assigned to me throughout almost six months of my internship. Although the offer letter states that I have to work in the Depositor Service and Operations Department, I was also assigned to all the departments in TH Negeri Perlis. This includes the financial unit, marketing unit, administrative unit, and also the Hajj unit. The main role is to assist and help the head of the department unit do their work. In the administration unit, I have to do the filing for each of the respective files, prepare the post receipt and list details for documents to be sent or received from another company, recheck and record the usage of the stationery, and record the attendance of all staff every month. In the Hajj unit, the main task is to help the Hajj clerk settle down the Hajj filing, make a program list for the first Hajj course, make a plan for the position of the kaaba replica, water pipes, sleeping places for male & female pilgrims, and others, and be a photographer as well as an officer in the registration section throughout the first Hajj course. While in the marketing unit, I was assigned to follow the head as well as the marketing clerk doing marketing outside the office. Last but not least, in the financial unit, I was asked to make an invoice, and count the money and then hand it over to the workers who had made a claim. In addition, SWOT and PESTEL analysis of the company is also discussed. Some discussion and recommendations for the success of Tabung Haji are also included.

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COMPANY'S PROFILE



Company's Name : Lembaga Tabung Haji Negeri Perlis

Location : Tingkat Satu, Lot 1483 & 1484,
Kompleks Perniagaan Seriab
01000 Kangar, Perlis

Phone Number : 04 - 976 1290

Fax Number : 04-976 4137

Website : www.tabunghaji.gov.my

Operation Hour : 8.45 am - 4.00 pm
(Monday - Thursday)

8.45 am - 12.15 pm,
2.30 pm - 4.00 pm
(Friday)

BACKGROUND OF TABUNG HAJI

The Tabung Haji Act of 1995 (Act 535) officially establishes Lembaga Tabung Haji (TH) as a government agency. TH's main responsibilities include investment making, depository services, and Hajj management. TH's track record has established them as a global leader in creative hajj management, and their mission is to provide pilgrims from Malaysia with the best possible hajj services. By making the best use of its finances and resources, TH, the only Hajj institution in the nation with over 9 million depositors as of 2022, seeks to enhance the standard of living for Muslims in Malaysia.

The main headquarters of Tabung Haji is located on Jalan Tun Razak in Kuala Lumpur. There are more than 10,000 points of contact and more than 25 branches across the country. Additionally, TH maintains an office under the Malaysian Consulate in Jeddah, Saudi Arabia.

There was no Islamic financial organisation in this country that assisted Muslims in saving money for their hajj costs before Lembaga Tabung Haji was founded. Even though there were numerous banks in operation, Muslims were reluctant to use traditional banking for their Hajj savings because they wanted to ensure that their savings were free from riba (usury) in order to fulfil the requirements for a Mabrur Hajj.